



AUG 03 2004

Method of Transmission: EV426113884US

CASE DOCKET NO. P3353D1

In reference to application of Yuri Shtivelman et al.

Serial No. 09/730,416

For Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

No additional fee is required.

Applicant claims Small entity status under 37 CFR 1.27.

The fee has been calculated as shown below.

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**** CLAIMS AS AMENDED ****							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Claims Remaining After Amendment		Highest No. Paid For Previously	Present Extra	Rate Small Entity	Rate Large Entity	Additional Fee
Total Claims	8	Minus	** 8	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	3	Minus	*** 3	0	\$ 43	\$ 86	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim					\$ 0	\$ 0	\$ 0.00
<input checked="" type="checkbox"/> Terminal Disclaimer Fees							\$ 110.00
Extension Fee	<input type="checkbox"/> 1st Month		<input type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$ 0.00
Total additional for claims, time extensions and disclaimer fees							\$ 110.00

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "O" in column 5

A check in the amount of 110.00 is attached.

Charge \$ 0.00 to deposit account 50-0534 . (A duplicate of this sheet is enclosed)

Please charge any additional fees or credit overpayment to Deposit Account 50-0534. A duplicate of this sheet is enclosed.

Respectfully Submitted

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"Express Mail" Mailing Label Number: **EV426113884US**

Date of Deposit: **08/03/2004**

Ref: Case Docket No.: **P3353D1**

First Named Inventor: **Yuri Shtivelman et al.**

Serial Number: **09/730,416**

Filing Date: **12/04/2000**

Title of Case: **Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment A.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Terminal Disclaimer.
5. Check for fees in the amount of \$110.00.
6. Certificate of express mailing.
7. Postcard listing contents.

Lynda Schwalenberg

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